

GOOD AFTERNOON. I AM THE REV. JOHN A. HEATH, EXECUTIVE DIRECTOR FOR THE COMMUNITY SERVICES ADMINISTRATION (CSA) WITHIN THE DEPARTMENT OF HUMAN RESOURCES (DHR). THANK YOU FOR THIS OPPORTUNITY TO SHARE WITH YOU HOW THE COMMUNITY SERVICES ADMINISTRATION PROGRAMS STRENGTHEN COMMUNITIES AND FAMILIES THROUGH SERVICE, INNOVATION, RE-ENGINEERING AND PARTNERSHIPS.

VISION AND MISSION

- THE COMMUNITY SERVICES ADMINISTRATION ENVISIONS A MARYLAND WHERE INDIVIDUALS AND FAMILIES LIVE SAFE AND INDEPENDENT LIVES.
- THE COMMUNITY SERVICES ADMINISTRATION PROVIDES LEADERSHIP AND MANAGEMENT OF QUALITY COMMUNITY-BASED PROGRAMS AND SERVICES FOSTERING SAFETY AND INDEPENDENCE FOR INDIVIDUALS AND FAMILIES.

CSA GOALS

- SAFETY: INDIVIDUALS AND FAMILIES WILL HAVE THEIR SAFETY NEEDS MET.
- STABILITY: INDIVIDUALS AND FAMILIES IN CRISIS WILL HAVE THEIR NEEDS MET THROUGH EMERGENCY SERVICES.

- INDEPENDENCE: INDIVIDUALS AND FAMILIES SERVED BY CSA WILL ACHIEVE THEIR MAXIMUM LEVEL OF ECONOMIC AND PERSONAL INDEPENDENCE.

CSA OBJECTIVES FOR FY 2007

- MAINTAIN THE PERCENTAGE (OR NUMBER) OF INDIVIDUALS AND FAMILIES SERVED BY CSA WHOSE CRISIS NEEDS ARE MET.
- MAINTAIN THE PERCENTAGE (OR NUMBER) OF INDIVIDUALS AND FAMILIES SERVED BY CSA WHO ARE IN SAFE SETTINGS.
- MAINTAIN THE PERCENTAGE (OR NUMBER) OF INDIVIDUALS AND FAMILIES SERVED BY CSA WHO ARE ABLE TO LIVE INDEPENDENTLY.
- MAINTAIN THE PERCENTAGE (OR NUMBER) OF INDIVIDUALS SERVED BY CSA EMPLOYMENT-RELATED PROGRAMS WHO OBTAIN AND RETAIN EMPLOYMENT.

PROGRAM HIGHLIGHTS

I WOULD LIKE TO SHARE WITH YOU EXAMPLES OF CSA PROGRAMS THAT COMPLEMENT AND SUPPORT THE DHR THEME OF PUTTING CHILDREN FIRST. CSA PROGRAMS PROMOTE ECONOMIC DEVELOPMENT, STRENGTHEN FAMILIES AND COMMUNITIES AND PROMOTE SAFETY, STABILITY AND INDEPENDENCE. CSA WORKS IN PARTNERSHIP WITH THE 24 LOCAL DEPARTMENTS OF SOCIAL SERVICES AND A NETWORK OF OVER 200 COMMUNITY AND FAITH-

BASED ORGANIZATIONS, AS WELL AS LOCAL, STATE, AND FEDERAL AGENCIES. CSA PROGRAMS SERVE A DIVERSE CROSS SECTION OF MARYLAND'S CITIZENS INCLUDING CHILDREN IN NEED OF ASSISTANCE AND THEIR FAMILIES, INDIVIDUALS WITH DISABILITIES, THE ELDERLY, INFORMAL CAREGIVERS, FOREIGN BORN REFUGEES, PEOPLE EXPERIENCING ENERGY CRISES, VICTIMS OF CRIME INCLUDING DOMESTIC VIOLENCE, HOMELESS PERSONS, LOW INCOME FAMILIES, TEEN PARENTS, FATHERS AND MOTHERS, AND OTHER VULNERABLE PERSONS. CSA IS DIVIDED INTO THE FOLLOWING SEVEN PROGRAM AREAS.

THE MARYLAND OFFICE FOR NEW AMERICANS (MONA) PLANS, ADMINISTERS, AND COORDINATES TRANSITIONAL SERVICES FOR REFUGEES AND POLITICAL ASYLEES IN MARYLAND. MONA CONTRACTS WITH A NETWORK OF SERVICE PROVIDERS WHO OFFER JOB PLACEMENT, ENGLISH LANGUAGE INSTRUCTION, CASE MANAGEMENT, AND OTHER SERVICES AIMED AT HELPING THESE FAMILIES BECOME SELF-SUFFICIENT AS QUICKLY AS POSSIBLE. MONA ALSO ADMINISTERS REFUGEE HEALTH SCREENINGS IN COOPERATION WITH THE MARYLAND DEPARTMENT OF HEALTH AND MENTAL HYGIENE. REFUGEES AND ASYLEES IN THE BALTIMORE METROPOLITAN AREA RECEIVE SERVICES THROUGH A PUBLIC-PRIVATE PARTNERSHIP AT THE BALTIMORE RESETTLEMENT CENTER

WHICH IS LOCATED IN EAST BALTIMORE. MONA HAS BEGUN PLANS TO OPEN A SIMILAR CENTER IN THE PRINCE GEORGE'S – MONTGOMERY COUNTY AREA WHERE OVER 58% OF THE REFUGEES AND ASYLEES IN MARYLAND WHO PARTICIPATE IN MONA PROGRAMS RECEIVE SERVICES. THE TOTAL STATEWIDE NUMBER FOR THE 2004 AND 2005 FISCAL YEARS WAS 3,020. REFUGEE AND ASYLEE SERVICES ARE FEDERALLY FUNDED.

THE MARYLAND LEGAL SERVICES PROGRAM (MLSP) IS A STATE MANDATED PROGRAM THAT OVERSEES THE LEGAL REPRESENTATION OF CHILDREN IN CHILD IN NEED OF ASSISTANCE (CINA) AND TERMINATION OF PARENTAL RIGHTS (TPR) PROCEEDINGS, AS WELL AS ADULTS IN ADULT PROTECTIVE SERVICES CASES, STATEWIDE. THE SERVICES ARE SECURED BY CONTRACT THROUGH A COMPETITIVE PROCUREMENT PROCESS. THE CONTRACTS REQUIRE FREQUENT IN-PERSON ATTORNEY/CLIENT CONTACT. MLSP PROVIDED LEGAL REPRESENTATION TO OVER 19,000 CHILDREN IN CINA AND TPR CASES.

THE OFFICE OF TRANSITIONAL SERVICES (OTS) MANAGES AND ADMINISTERS HOMELESSNESS AND HUNGER PROGRAMS. THESE INCLUDE EMERGENCY SHELTERS, TRANSITIONAL HOUSING, HOMELESSNESS PREVENTION, SERVICE-LINKED HOUSING, HOUSING COUNSELORS, AND THE HOMELESS WOMEN CRISIS SHELTER

PROGRAM. HUNGER PROGRAMS INCLUDE THE MARYLAND EMERGENCY FOOD PROGRAM, THE STATEWIDE NUTRITION ASSISTANCE PROGRAM, AND THE HIV-AIDS MEAL DELIVERY PROGRAM. OTS ALSO ADMINISTERS THE EMERGENCY FOOD ASSISTANCE PROGRAM FROM THE UNITED STATES DEPARTMENT OF AGRICULTURE. THE OTS HOMELESSNESS PREVENTION PROGRAM PREVENTED 2,295 EVICTIONS. SEVENTY PERCENT OF THOSE ASSISTED REMAINED HOUSED FOR AT LEAST THREE MONTHS. DURING FY 2005 THE EMERGENCY FOOD ASSISTANCE PROGRAM DISTRIBUTED 5.5 MILLION POUNDS OF FEDERAL FOOD COMMODITIES WORTH OVER \$4 MILLION.

THE OFFICE OF ADULT SERVICES (OAS) ADMINISTERS MULTIPLE PROGRAMS STATEWIDE DELIVERED THROUGH LOCAL DEPARTMENTS OF SOCIAL SERVICES AND THROUGH PARTNERSHIPS WITH PRIVATE AGENCIES IN THE COMMUNITY. THESE PROGRAMS PROVIDE SERVICES TO VULNERABLE ELDERLY AND DISABLED ADULTS, FAMILIES WITH CHILDREN AND TO THE INFORMAL CAREGIVER. THE SERVICES ARE PROVIDED IN THE COMMUNITY WITH A FOCUS ON MAINTAINING INDIVIDUALS IN THEIR HOME AND PREVENTING INSTITUTIONAL PLACEMENT (NURSING HOME IN THE CASE OF ADULTS AND FOSTER CARE IN THE CASE OF CHILDREN). ADULT ONLY PROGRAMS INCLUDE ADULT PROTECTIVE SERVICES, GUARDIANSHIP, SOCIAL SERVICES TO

ADULTS AND PROJECT HOME. PROGRAMS AVAILABLE TO ADULTS AND FAMILIES WITH CHILDREN INCLUDE IN-HOME AIDE SERVICES AND RESPITE CARE. THIS OFFICE IS ONE OF THE FEW PUBLIC AGENCIES THAT PROVIDE SUPPORTIVE SERVICES ACROSS THE LIFE SPAN. LOCAL DEPARTMENT ADULT PROTECTIVE SERVICES OFFICES INVESTIGATED 5,069 REPORTS OF SUSPECTED MALTREATMENT. IN CASES WHERE ABUSE OR NEGLECT WAS INDICATED OR CONFIRMED THERE WAS NO RECURRENCE IN 97.92% OF THE CASES WITHIN SIX MONTHS.

THE OFFICE OF HOME ENERGY PROGRAMS (OHEP) PROVIDES TWO ENERGY ASSISTANCE PROGRAMS – THE ELECTRICAL UNIVERSAL SERVICE PROGRAM (EUSP) AND THE MARYLAND ENERGY ASSISTANCE PROGRAM (MEAP). THE EUSP, NOW IN ITS SIXTH YEAR, IS FUNDED BY THE RATE PAYERS OF MARYLAND, IS COLLECTED BY THE UTILITIES AND HAS BEEN APPROPRIATED AT \$34 MILLION EACH YEAR BY THE GENERAL ASSEMBLY. THE MAJORITY OF THE EUSP FUNDS ARE APPLIED TO THE BILL ASSISTANCE COMPONENT OF EUSP TO HELP MAKE UTILITY BILLS MORE AFFORDABLE FOR LOW-INCOME FAMILIES. THESE FUNDS ARE APPLIED DIRECTLY TO AN ELIGIBLE CUSTOMER’S ACCOUNT TO REDUCE THE MONTHLY ENERGY BURDEN ON THE HOUSEHOLD. THE ARREARAGE RETIREMENT COMPONENT IS BUDGETED AT \$1.5 MILLION AND IS EXPECTED TO BE FULLY

EXPENDED WELL BEFORE THE END OF THE YEAR. IN OCTOBER 2005, \$1.0 MILLION FOR THE WEATHERIZATION PROGRAM COMPONENT WAS STATUTORILY TRANSFERRED TO THE DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT IN ACCORDANCE WITH SENATE BILL 202. OHEP IS RESPONSIBLE FOR THE GOVERNOR'S PROJECT HEAT UP INITIATIVE. THIS INITIATIVE WILL PROVIDE ASSISTANCE TO MARYLAND RESIDENTS WHO ARE SLIGHTLY ABOVE THE INCOME LEVELS FOR THE TRADITIONAL PROGRAMS. QUALIFYING INCOME WILL BE BETWEEN 151 – 175 PERCENT OF FEDERAL POVERTY GUIDELINES. WE ESTIMATE THAT APPROXIMATELY 20,000 HOUSEHOLDS WILL APPLY DURING THE JANUARY 15 – MARCH 31 ENROLLMENT PERIOD.

THE OFFICE OF COMMUNITY INITIATIVES (OCI) MANAGES PROGRAMS THAT PUT CHILDREN FIRST, STRENGTHEN COMMUNITIES, AND PROMOTE HEALTHY FAMILIES BY PROVIDING THEM WITH THE SKILLS NECESSARY TO DEVELOP AND SUSTAIN THEIR IMPORTANT FAMILY RELATIONSHIPS AND THEIR FINANCIAL INDEPENDENCE. THESE INCLUDE FATHER-FOCUSED EMPLOYMENT PROGRAMS THAT ADDRESS THE COMPREHENSIVE DUTIES AND RESPONSIBILITIES OF A PARENT, AND THE DISPLACED HOMEMAKER PROGRAM THAT PROVIDES LIFE MANAGEMENT, CAREER COUNSELING, JOB READINESS, DEVELOPMENT, TRAINING AND PLACEMENT. DURING FY 2005, THE

DISPLACED HOMEMAKER PROGRAM PLACED 512 INDIVIDUALS INTO JOBS, A 7% INCREASE OVER FY 2004.

THE OFFICE OF VICTIM SERVICES (OVS) MEETS THE NEEDS OF INDIVIDUALS AND FAMILIES WHO HAVE BEEN VICTIMS OF CRIME BY PROVIDING ASSISTANCE AND SUPPORT TO VICTIMS OF CRIME THROUGH A NETWORK OF COMPREHENSIVE, COMMUNITY BASED SERVICES. THE DOMESTIC VIOLENCE, RAPE CRISIS/SEXUAL ASSAULT, AND VICTIMS OF CRIME ASSISTANCE PROGRAMS PROVIDE VICTIMS, INCLUDING CHILD VICTIMS, WITH CRISIS INTERVENTION AND SAFETY RELATED SERVICES. THESE INCLUDE 24-HOUR HOTLINES, EMERGENCY SHELTER, COUNSELING, AND OTHER SUPPORT SERVICES TO ASSIST THEM THROUGH THE TRAUMA OF VICTIMIZATION INTO RECOVERY AND INDEPENDENCE. THROUGH COLLABORATIONS WITH OTHER STATE AGENCIES, LOCAL DEPARTMENTS OF SOCIAL SERVICES, LOCAL GOVERNMENTS AND NONPROFIT ORGANIZATIONS, SERVICES HAVE BEEN MADE AVAILABLE STATEWIDE. SPECIAL PROJECTS FOCUS ON CHILD VICTIMS AND THE ELDERLY.

OVS HAS BEEN A PARTNER IN THE GOVERNOR'S SEX OFFENDER COMPLIANCE AND ENFORCEMENT IN MARYLAND INITIATIVE (SOCEM). THE INITIATIVE INCLUDES MORE EFFECTIVE MONITORING OF SEX OFFENDERS AND ENHANCED SERVICES TO VICTIMS OF SEXUAL OFFENSES, WITH AN EMPHASIS ON SERVICES FOR CHILD VICTIMS.

**TWO MILLION DOLLARS HAS BEEN EARMARKED TO EXPAND OR
CREATE NEW CHILD ADVOCACY CENTERS THROUGHOUT THE STATE.
THIRTEEN CENTERS WILL EXPAND SERVICES AND SEVEN NEW
CENTERS WILL BE ESTABLISHED. SERVICES ARE TO BEGIN FEBRUARY
1, 2006.**

PROPOSED LEGISLATION

**THE DEPARTMENT HAS NO PROPOSED LEGISLATION RELATED TO THE
COMMUNITY SERVICES ADMINISTRATION PROGRAMS.**

**WE WILL, WITH YOUR ON-GOING SUPPORT, CONTINUE TO PUT
CHILDREN FIRST BY STRENGTHENING COMMUNITIES AND FAMILIES
THROUGH SERVICE, INNOVATION AND RE-ENGINEERING. THANK
YOU.**

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Analyst's Issue #1:

**THE DEPARTMENT SHOULD COMMENT ON THE REASONS FOR
ESTABLISHING A NEW PROGRAM WITHOUT AN APPROVED FUNDING
SOURCE.**

Department's Response:

Project HEAT UP is a critical Governor's response to the unexpected need caused by the sudden rise in the cost of home heating fuel this winter. Project HEAT UP focuses on households slightly above the Maryland Energy Assistance Program (MEAP) income eligibility limits and operates during the height of the heating season (January 15 through March 31). These households are between 150% and 175% of poverty, a population not served by the current MEAP eligibility benefits.

Project HEAT UP is needed to assist households in their transition to higher heating costs. At the request of the Governor, DHR developed this initiative. Project HEAT UP was announced on November 8, 2005 at which time the Governor requested all parties providing energy services develop responses to this crisis. Project Heat Up is DHR's response for households slightly above the eligibility limits for EUSP and MEAP. The funding source is part of the state budget plan.

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Analyst's Issue #2:

THE DEPARTMENT SHOULD UPDATE THE COMMITTEE ON THE DEMAND FOR THESE PROGRAMS, SPECIFICALLY HOW THE DEMAND THIS YEAR COMPARES WITH LAST YEAR. ALSO, THE DEPARTMENT SHOULD COMMENT ON THE PLANS FOR COVERING THE ADDITIONAL COSTS OF THE ENERGY ASSISTANCE PROGRAMS.

Department's Response:

As of January 31, 2006, demand for the Office of Home Energy Programs (OHEP) is approximately 10% ahead of the comparable period in FY 2005 (80,600 vs 73,900 applicants). Based on this trend OHEP projects an additional funding need of between \$5 and \$6 million for both the Maryland Energy Assistance Program (MEAP) and the Electric Universal Services Program (EUSP) for FY 2006. The Governor's request for deficiency appropriation in the dedicated purpose account will cover this need.

Reliable projections for FY 2007 are premature. The Federal FFY 2007 Low Income Home Energy Assistance Program (LIHEAP) funding amount for Maryland has not been set and the BGE's electric rate has not yet been determined. The current mild winter and the recent drop in the average cost of gas (\$1.63 to \$1.26/therm) are also factors in the projection. However, for planning purposes, OHEP establishes a benchmark for federal LIHEAP funds. OHEP's current MEAP budget appropriation is based on past trends and estimates of Federal funding levels.

Neither EUSP nor MEAP is an entitlement program. OHEP will use the projected allocation of available funds by balancing the demand for service with a reasonable level of benefit that will help households that have the greatest need.

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Analyst's Issue #3:

DLS RECOMMENDS DELETING 5 OF 15 NEW POSITIONS FOR BCDSS WHICH WILL STILL LEAVE BCDSS WITH SUFFICIENT FUNDING TO INCREASE THE NUMBER OF FILLED POSITIONS TO 216, A 7.5% INCREASE FROM CURRENT LEVELS.

Department's Response:

The Department disagrees with the Analyst's recommendation to reduce the number of new adult services PINS for the Baltimore City Department.

Adult services staff reductions over the past several years have reduced available services in local departments. Baltimore City does not now have the staff resources to manage their waiting lists and provide services.

The Baltimore City department has a list of over 800 vulnerable adults waiting for services. Current staffing does not allow for assessment and intervention, putting these customers at further risk for harm, emergency medical services and expensive institutional placement. Approximately 50 at risk adults are added to the list each month.

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Analyst's Issue #4:

THE DEPARTMENT SHOULD SHARE WITH THE COMMITTEES THE PLAN FOR FILLING THESE POSITIONS. ALSO, THE DEPARTMENT SHOULD COMMENT ABOUT HOW THE SIGNIFICANT DECREASE IN STAFF AT THE ADULT SERVICES LOCAL OFFICES HAS AFFECTED SERVICES.

Department's Response:

The Department is committed to aggressively fill as many vacancies as possible, especially those in local departments.

The decrease in customers served and on the waiting lists is a direct result of the state hiring freeze, the loss of a significant number of PINs in Adult Services programs across the state during the recent budget cycles, as well as the continued erosion of In-Home Aide purchase of service budget capacity. The reduction in staff has limited the local departments' ability to serve vulnerable adults. Local department directors have exercised the authority given to them through COMAR to manage waiting lists and provide services as resources and capacity permits.

The In-Home Aide Services (IHAS) program has experienced a steady erosion of its operational capacity due to increasing costs of purchase of service contracts. At the same time, the reduction of merit staff positions and the difficulty in recruiting and retaining merit employees to perform aide functions has reduced the program capacity as well.

Local departments have limited those added to the waiting list for IHAS services. An extensive waiting list that offers no hope of service is a disservice to Maryland's citizens. Providing the assessments necessary to maintain the waiting list is an unproductive task for the limited adult services staff resources currently available.

An additional factor also affected total adult services case load counts - numbers of cases reported no longer reflect TEMHA, as it has in previous years. TEMHA (or its current equivalent - TDAP) is a program now reflected in FIA caseloads.

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Analyst's Recommended Action #1:

DELETE 5 OF THE PROPOSED 15 NEW REGULAR POSITIONS FOR THE ADULT SERVICES AT BALTIMORE CITY'S DEPARTMENT OF SOCIAL SERVICES (BCDSS). THE FISCAL 2007 ALLOWANCE PROVIDES BCDSS WITH ENOUGH FUNDING TO FILL 221 POSITIONS, 20 MORE POSITIONS THAN ARE CURRENTLY FILLED. WITH THE 10 NEW POSITIONS, BCDSS WILL HAVE SUFFICIENT FUNDING TO INCREASE THE NUMBER OF FILLED POSITIONS TO 216, A 7.5% INCREASE FROM CURRENT LEVELS.

Department's Response:

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